



**State of Illinois**  
**Illinois Commerce Commission**  
**Customer Credits for Telecommunications Carriers**  
**Code Part 732.30**  
**Quarterly Filing**

**RCN Telecom Services of Illinois, LLC**  
**for quarter ending September 30, 2011**

<b>Out of Service More Than 24 Hours</b>	<b>July</b>	<b>September</b>	<b>September</b>	<b>Totals</b>
A. Total dollar amount of all customer credits paid	\$927.00	\$2,609.00	\$1,685.00	\$5,221.00
B. Number of credits issued for repairs - 24 - 48 hours	11	25	14	50
C. Number of credits issued for repairs - 48 - 72 hours	9	19	18	46
D. Number of credits issued for repairs - 72 - 96 hours	3	12	16	31
E. Number of credits issued for repairs - 96 - 120 hours	6	11	11	28
F. Number of credits issued for repairs > 120 hours	6	20	9	35
G. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	56	122	128	306
H. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

<b>Failure to Install Basic Local Exchange Service</b>	<b>July</b>	<b>September</b>	<b>September</b>	<b>Totals</b>
A. Total dollar amount of all customer credits paid	\$0.00	\$0.00	\$0.00	\$0.00
B. Number of installations after 5 business days	8	21	4	33
C. Number of installations after 10 business days	3	6	1	10
D. Number of installations after 11 business days	2	5	1	8
E. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
F. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

<b>Missed Appointments</b>	<b>July</b>	<b>September</b>	<b>September</b>	<b>Totals</b>
A. Total dollar amount of all customer credits paid	\$175.00	\$300.00	\$200.00	\$675.00
B. Number of customers receiving credits	7	12	8	27
C. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	43	120	95	258

**Comments**